

ADMINISTRATIVE UPDATE ON THE AUDITOR'S DASHBOARD

RECOMMENDATION

That the November 30, 2023, Office of the City Manager report OCM02152, be received for information.

Requested Council Action	Information only		
ConnectEdmonton's Guiding Principle	ConnectEdmonton Strategic Goals		
CONNECTED This unifies our work to achieve our strategic goals.	N/A		
City Plan Values	N/A		
City Plan Big City Move(s)	N/A	Relationship to Council's Strategic Priorities	N/A
Corporate Business Plan	Managing the Corporation		
Council Policy, Program or Project Relationships	N/A		
Related Council Discussions	<ul style="list-style-type: none"> OCA02193 Office of the City Auditor Recommendation Follow-up Dashboard Report - As at November 10, 2023, November 30, 2023 Audit Committee 		

Executive Summary

- This report provides the status on outstanding recommendations that are overdue and outstanding recommendations whose due dates have been changed since the last Dashboard report.
 - As of November 10, 2023, there are two recommendations that are overdue but on target to meet revised due dates.
 - As of November 10, 2023, there are two recommendations requiring revised due dates.

ADMINISTRATIVE UPDATE ON THE AUDITOR'S DASHBOARD

OVERDUE RECOMMENDATIONS

Enforcement Services Management and Support, Recommendation 1 - Develop Performance Measures

- Due Date: June 30, 2023.
- Revised Due Date: March 30, 2024
- Administration has combined this recommendation with the corporate Enterprise Performance Management (EPM) work underway following the Enterprise Performance Management audit. To ensure consistency and avoid duplication of effort as these two audits had significant overlap in recommendations, the outputs of the EPM Program Establishment Project will satisfy the performance management related requirements of both audits. To date, most performance measures have been developed and targets begin to be reported on in Q3 EPM reporting. The remaining measures are being finalized for reporting beginning in Q4.
- Administration is on target to meet the revised due date of March 30, 2024.

City Governance of Fort Edmonton Park, Recommendation 4 - Develop Detailed Service Agreements

- Due Date: September 1, 2023.
- Revised Due Date: December 31, 2023
- Work is well underway in the development of the Service Level Agreements following a short delay in work caused by resourcing (staff) shortages.
- Administration is on target to meet the revised due date of December 31, 2023.

OVERDUE RECOMMENDATIONS WITH REVISED DUE DATES

Safety Codes Permits and Inspection Services Audit, Recommendation 1 - Clarify minimum number of inspections

- Due Date: September 30, 2023
- Revised Due Date: December 31, 2024
- Administration worked with the Office of the City Auditor to amend the recommendation to reflect the requirement to update the Quality Management Plan (QMP). The QMP is updated on regular intervals and is signed by the City Manager and Manager of Accreditation at the Safety Codes Council. This update will coincide with the 2024 adoption of new National Codes and Standards, satisfactory completion of the 2023 Safety Codes Council accreditation audit, and will enable alignment with the scheduled rewrite of the City of Edmonton Safety Codes Bylaw 15894.
- Administration is on target to meet the revised due date of December 31, 2024.

Safety Codes Permits and Inspection Services Audit, Recommendation 2 - Expand risk-based inspections

- Due Date: September 30, 2023
- Revised Due Date: December 31, 2024

ADMINISTRATIVE UPDATE ON THE AUDITOR'S DASHBOARD

- Administration will include two remaining discretionary inspection types for single detached homes in the risk-based predictive AI model. Risk based program results will be dependent on the performance of the model and the first time pass rates of applicants. Expansion of the risk based program to similar types of permits (e.g. semi detached) is also being explored. Testing and data analysis are scheduled to launch in Q4 2023. Administration will also clarify, through the update to the QMP, minimum mandatory inspections and associated elective inspections that will be eligible to be conducted using the risk based system.
- Administration is on target to meet the revised due date of December 31, 2024.